



Retooling Washington Work Group 1:

Coordinated outreach to unemployment insurance (UI) exhaustees

Contact: Amy Leneker
Employment Security Department

Directive

Coordinated outreach to UI exhaustees, including demographic breakdown of who is in the pool, some market analysis of skills available and work history, development of service tool chest and identification of service points for referral. Also includes development of the actual outreach strategy (materials, single website, etc.).

Deliverables

The three key deliverables are:

- 1) **Exhaustee data**
- 2) **Exhaustee outreach plan/resource referral information for exhaustees**
- 3) **Resource referral toolkits for service providers**

Schedule

Description	Due date	Status
Convene workgroup	10/27/10	Completed
Convene monthly meetings	Ongoing	Ongoing
Workforce Board approves charter	11/18/10	Completed
Present updates at Board meetings	As scheduled	Ongoing
Present six-month progress report to Workforce Board	5/5/11	Completed
Present progress report to Board	9/22/11	Completed

Indicators (data as of September 14)

Description/target	1st quarter*	2nd quarter*	3rd quarter*
1) Exhaustee data			
Number of exhaustees	47,449 total	57,183 total	63,644 total
2) Exhaustee outreach plan/resource referral information			
Number of statewide auto-dialer messages	N/A	44,475	50,057
Number of individuals that received the Resource Guide	230,000**	4,678	8,000***
Percentage of those surveyed who found the Resource Guide helpful	80%	90%	90%
Number of exhaustees who visited WorkSource after they exhausted	2,263	1,870	682
Number of claimants close to exhausting who visited WorkSource	1,096	916	839
3) Resource referral toolkits for service providers			
Number of frontline and partner staff who received Motivational Interviewing training	N/A	62	160
4) Outcomes			
Number of exhaustees who found employment	12,629	16,852	Data available at end of Oct.
Percentage of exhaustees who filed a new claim	Less than 1%	Less than 1%	Data available at end of Oct.

*1st quarter (January – March); 2nd quarter (April – June) ; 3rd quarter (July – September)

**Mailing from December 2010

***Estimated; actual data will be available at end of quarter



Retooling Washington Work Group #2

On-the-Job and other Direct-Connect Training

Contact: Bryan Wilson
Workforce Board
January 12, 2012

Directive

Increase the use of On-the-Job Training (OJT) and other forms of Direct-Connect training, including Microsoft E-Learning. Increase the availability of college credit for on-the-job learning and make more hybrid courses accessible to unemployed and incumbent workers.

Deliverables

- 1) OJTs and other employer-based training
- 2) Individualized Certificate Programs (ICPs) New hybrid courses
- 3) Microsoft E-Learning (Self-Help Approach)

Schedule

Description	Due date	Status
Convene workgroup	10/2010	Completed
Convene monthly meetings	Ongoing	Ongoing
Workforce Board approves charter	11/18/10	Completed
Present updates at Board meetings	As scheduled	Ongoing
Present six-month progress report	6/14/11	Completed
Present one-year progress report	10/6/11	Completed

Indicators*

	June Report	October Report	Latest
1) OJTs and Other Employer-Based Training**			
Number of participants	268	644	828
Training Completion Rate	83%	87%	87%
Employment Rate (with OJT employer)	64%	84%	74%
2) College Credit for New Direct-Connect Training***			
Number of students	209	775	
Number of credits completed	197	2,426	
Number of credentials completed	19	58	
3) Microsoft E-Learning (Self-Help Approach)			
Number of people taking at least one course	10,072	11,497	14,194
Number of courses started	21,970	27,045	38,010
Number of people completing at least 75 percent of a course	3,620	4,405	5,567
# of courses at least 75% completed	10,885	14,768	19,383
Number of specialist's certifications	50	77	91

***Cumulative results** since July 1, 2010.

**See the next page for additional detail.

***The October Report includes new online and hybrid courses at community and technical colleges.



Retooling Washington Work Group #2

On-the-Job and other Direct-Connect Training

Contact: Bryan Wilson
Workforce Board
January 12, 2012

Indicator Details

1) OJTs and Other Employer-Based Training

This report contains data on OJTs only and include OJTs reported by WSID, WorkFirst/ESD, and DVR.

For WSID, the numbers include OJTs funded by WIA formula, WIA 10%, or the National Emergency Grant.

Dates

The data includes OJTs begun since July 1, 2010. For DVR, the data goes through September 28, 2011. For WorkFirst, the data is through August 31, 2011. For WSID, the data is through December 31, 2011.

Other Details

The training completion rate is among those OJT participants who have exited (there were 533 exiters), the percentage who completed their OJT.

The employment rate is among those OJT participants exiting, the percentage who continued employment with their OJT employer after the end of their OJT. There were 738 WIA OJT participants, 552 exiters, 487 of whom had completed their OJT, and 410 of whom were employed by their OJT employer. There were 62 DVR participants, 40 exiters, of whom 36 had completed their OJT and 34 were employed by their OJT employer. There were 28 WorkFirst participants, 23 of whom had exited, 14 had completed their OJT, and 11 of whom were employed.



Retooling Washington Work Group #3

Coordinated Employer Outreach and Improved Job Referral/Skills Matching

Contact: Bryan Wilson
Workforce Board
October 4, 2011

Directive

Improve the coordination and quality of business outreach efforts and the matching of employers with job seekers.

Deliverables

- 1) Integrated business outreach teams
- 2) Quality information for employers
- 3) Employer and job seeker skill matching
- 4) Quality job candidate referrals

Schedule

Description	Due date	Status
Convene workgroup	10/2010	Completed
Convene monthly meetings	Ongoing	Ongoing
Workforce Board approves charter	11/18/10	Completed
Present updates at Board meetings	As scheduled	Ongoing
Present six-month progress report	6/14/11	Completed
Present one-year progress report	10/6/11	

Indicators

	June Report	October Report	
1) Local Integration of Business Teams			
Percent of outreach staff who report they are part of an ongoing inter-agency outreach team.	48%	36%	
Percent of outreach staff who report duplication of effort is not a problem in their area.	59%	70%	
Evidence of business outreach integration collected from each local area.	--	*	
2) Employer Satisfaction With Business Outreach			
Percent of employers who report that duplication of outreach efforts is not a problem in their area.	NA	51%	
Percent of employers who are satisfied with outreach information.	NA	63%	
3) Job Orders That Match Local Inventories			
Number of new staff assisted job orders **	2,280	2099	
The number of new employers listing a staff assisted job order with WorkSource.** (Employers who have not used any WorkSource services the past six months.)	658	566	
Indicator of the match between job orders and inventory of job seekers. (TBD)	NA	NA	
4) Quality of Job Referrals			
Percent of employers listing staff assisted job orders satisfied with the quality of candidates referred by WorkSource partners.	45%	NA	

*Info to be posted on Workforce Board's Retooling website once collected.

**Latest available monthly data.